

Dee May
Executive Director
Federal Regulatory

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

ORIGINAL

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October 18, 2000

Ex Parte

EX PARTE OR LATE FILED

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

RE: Application by Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Massachusetts, Docket No. 00-176

Dear Ms. Salas:

At the CCB staff's request the information provided in the attached letter details a discussion that took place during the October 16 meeting that Verizon had with the CCB staff re the above proceeding. An ex parte filed on October 17 also presented materials discussed at that meeting. Confidential and redacted versions of the ex parte are being filed. The twenty-page limit does not apply as set forth in DA 00-2159.

Please let me know if you have any questions.

Sincerely,



Attachments

cc: E. Einhorn
S. Pie

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Ex Parte

Mr. Eric Einhorn
Policy and Program Planning Division
Common Carrier Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: Application by Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Massachusetts, Docket No. 00-176

Dear Mr. Einhorn:

This letter provides the additional detail that you requested and that we discussed in our meeting yesterday clarifying the processes and procedures associated with Verizon's unbundled digital subscriber line ("DSL") loops and line sharing products. In particular, it will make clear that the processes and systems used for pre-ordering, ordering, provisioning, and maintenance and repair are the same in Massachusetts as in New York. We have not addressed the billing OSS in this letter because xDSL and line shared loops are billed using the same systems and processes as other unbundled loops in both Massachusetts and New York. We also show that Verizon's separate data affiliate ("SDA"), where it is in operation, is subject to the same processes and procedures for obtaining line sharing as all other competing carriers.

I. Unbundled DSL Loops

A. Pre-Ordering

CLECs can perform the pre-order transactions described in Ms. McLean's and Mr. Wierzbicki's Declaration (¶¶ 18-29) prior to requesting an unbundled xDSL loop. For example, a CLEC can check an end user's customer service record ("CSR") to see what services the customer currently has, can determine if a loop is qualified (i.e., capable of supporting DSL), or validate as the end user's address. Verizon provides CLECs, including those providing xDSL services, with access to the same pre-order systems and functionality in Massachusetts as it does in New York. The pre-ordering interfaces and gateway systems used in Massachusetts are identical to those used in New York -- that is, one set of software and hardware supports both New York and New England (which includes Massachusetts). Similarly, the underlying OSSs (LiveWire for address validation and loop qualification; CRIS for customer service records) are the same software in New York and New England, although there is a copy on a hardware complex serving New York and a copy on a comparable hardware complex serving New

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England. This means CLECs seeking pre-order information on loops in order to provide xDSL services follow the same procedures and rely on the same OSSs in both Massachusetts and New York.

CLECs have a choice of three different electronic interfaces to obtain access to pre-ordering information for xDSL loops in Massachusetts and New York. They can use the Web-based Graphical User Interface ("Web GUI"), the Electronic Data Interchange ("EDI") interface, or the Common Object Request Broker Architecture ("CORBA") interface. A CLEC receives the same pre-ordering information regardless of the interface it chooses. A CLEC using the Web GUI interface will see the same pre-ordering screens (i.e. with information displayed in an identical format) in both New York and Massachusetts. Attachment A to this letter shows two response screens providing loop qualification information in response to a loop qualification request – the first page shows the response for a requested Massachusetts loop, and the second page shows that a CLEC requesting qualification for a loop in New York receives the same information in the same format. A CLEC using one of the application-to-application interfaces (CORBA or EDI) uses the same input and output record formats and business rule specifications in both New York and Massachusetts. Because an application-to-application interface allows the CLEC to design the way its system uses and/or displays the pre-order information returned to it, however, Verizon does not know whether the CLECs' screens look the same from one state to another.

To pre-qualify a loop, a CLEC submits a loop qualification request using its chosen interface to Verizon's LiveWire database which contains loop qualification (and other) information. As of July 2000, the database included loop qualification information for 93 percent of Verizon's central offices in Massachusetts with collocation arrangements in place. If the customer is served by a central office for which LiveWire has loop qualification information, the CLEC will receive information regarding the loop's qualification status in real time through its interface. The response to the loop qualification inquiry will indicate whether the loop is qualified and the loop length; if the loop is not qualified, the response also indicates the reason it is not qualified, such as the existence of digital loop carrier, interferors such as T-1 or load coils. See Attachment A.

If loop qualification for the customer's central office has not been included in LiveWire yet, or if a CLEC chooses not to pre-qualify a loop, a CLEC can request a manual loop qualification when it submits its local service request ("LSR") for an xDSL loop by entering an indicator in the appropriate field that manual loop qualification is needed. Attachment B shows the Web GUI screens that are used by a CLEC to order an unbundled loop xDSL-capable loop. These screens are identical for Massachusetts and New York, except that the state abbreviation at the top of each form would show the appropriate state. As shown on the Loop Service Request form, field 20b provides "drop down" selections allowing the CLEC to indicate that it has already pre-qualified the loop ("Completed") or that loop qualification is "Required." If the CLEC leaves the field as "Not Selected," the gateway systems – upon recognizing the loop type being requested is xDSL – will return an error message to the CLEC indicating that it must indicate whether the loop qualification is Completed or Required.

B. Ordering

Once pre-ordering is complete, the CLEC is ready to submit an LSR for an unbundled xDSL loop. Verizon's wholesale web site provides extensive information about xDSL-capable loops, including descriptions of the various loop types that are provided and detailed technical references. The web site URL is http://www.bellatlantic.com/wholesale/html/ps_dsl_une.htm. Verizon provides CLECs seeking xDSL loops with the same ordering systems and functionality in Massachusetts as it does in New York. As with pre-ordering, CLECs use the same ordering interfaces and gateway systems in Massachusetts and New York to order xDSL loops -- there is one set of software and hardware that supports both New York and New England, which includes Massachusetts. Similarly, the underlying OSS (the service order processor, or "SOP") is the same in Massachusetts and New York, although there is a copy on a hardware complex serving New York and a copy on a comparable hardware complex serving New England. CLECs can submit LSRs using the Web GUI interface and the EDI interface. Regardless of the electronic interface a CLEC uses, LSRs for xDSL loops in New York and Massachusetts are all processed in the same Boston DSL/Line Sharing Center.

LSRs for new connect xDSL loops of 1 to 9 lines can flow through directly into Verizon's SOP. Orders requesting a manual loop qualification cannot flow through and, along with all other xDSL orders that do not flow through, are automatically directed to the Boston DSL/Line Sharing Center, which is devoted exclusively to processing orders for unbundled xDSL loops and line sharing for New York and New England. As noted in Ms. McLean's and Mr. Wierzbicki's Declaration (¶ 58), the Boston DSL/Line Sharing Center had 122 service representatives and is in the process of adding 90 additional representatives by the end of the year. The Center handled 50,000 DSL and line sharing LSRs in August.

For orders that require a manual loop qualification, a representative verifies the information on the LSR, enters the relevant information into a request form and transmits the request to the Loop Qualification Center ("LQC"). Because the LQC handles all manual loop qualifications for the former Bell Atlantic region, the same personnel perform manual loop qualifications for unbundled xDSL loops in Massachusetts and New York. The LQC checks the LiveWire database to determine the loop length, whether the loop is qualified, and the reason why it is not qualified if it is not, and also performs a mechanized line test ("MLT") on the loop to verify the loop length. The LQC may also check the Loop Facility Assignment and Control System ("LFACS") which will indicate whether Verizon is working in the terminal serving the end user's address -- for example to add, remove or rearrange cable. If LFACS indicates that such work is ongoing, the LQC must forward the request to engineering for further evaluation. The LQC does not use LFACS to determine the "loop make-up" for the requested loop, because only a small percentage of loops (7-10%) have loop make-ups in LFACS, and because LiveWire is periodically synchronized with LFACS so that if qualification information (such as loop length or presence of DLC or load coils) has been added to LFACS it will also update LiveWire. The LQC then returns its findings to the DSL/Line Sharing Center.

If the loop is qualified, the DSL/Line Sharing Center returns a local service request confirmation ("LSC" or "LSRC") to the CLEC providing, among other things, a committed due date. If the loop is not qualified, the DSL/Line Sharing Center returns a "query" to the CLEC

indicating the same information regarding why the loop is not qualified that the CLEC would receive from LiveWire if the loop qualification information had been in the database. Attachment C shows an LSR received by the Boston DSL/Line Sharing Center indicating that manual loop qualification is required (page 2, field = LOOPQUAL; R = Required). Pages 3 – 6 of Attachment C show the request form used by the DSL/Line Sharing Center to forward information to the LQC and to receive a response from the LQC. Based on the NC, NCI and SECNCI codes submitted by the CLEC (page 1), which indicate the characteristics of the loop desired by the CLEC for the service it wishes to offer, the DSL/Line Sharing Center indicates to the LQC what type of loop it is seeking to qualify (page 3). The LQC's response is returned to the DSL/Line Sharing Center in Section 2 of the form (pages 4-5). Page 7 shows the query returned to the CLEC providing the results of the manual loop qualification. Attachment D shows that the LSR received by the Boston DSL/Line Sharing Center, and the query returned to the CLEC are the same for New York as they are for Boston.

If the LQC is unable to determine the loop length and qualification from LiveWire or MLT, or if LFACS indicates that work is being done in the terminal, the LQC forwards the request to the Facilities Management Center ("FMC"). In the FMC, engineers examine paper records to determine the loop length, whether or not the loop is qualified, and the reasons why it is not, if it is not. The FMC returns the information to the DSL/Line Sharing Center (see Attachment 3, pages 5-6 (Section 3)), which returns the information to the CLEC as previously described. This information is also used to update the LiveWire database.

A CLEC may also submit an Engineering Record Request to Verizon. This is a request for a full loop make-up, including loop length, type of facility, cable gauge for each section of the loop, location of any load coils, and location and length of any bridge tap. This type of request is also handled by the FMC, and involves a detailed examination of Verizon's paper records for the loop. The information returned to the CLEC is far more detailed than the information returned in response to a manual loop qualification request. To date, Verizon has received no more than a few Engineering Record Requests.

Whether the LSR automatically flows through to the service order processor or requires manual intervention, as part of the ordering process, CLECs receive an acknowledgement from Verizon that the order has been received and a local service confirmation once the order has been entered into the service order processor (sometimes called a firm order confirmation or "FOC").

C. Provisioning

Once the LSR enters the service order processing system, an order is issued which moves through the provisioning systems and processes on a mechanized basis. These provisioning systems include the Work Force Administration ("WFA") system which provides dispatch requirements to technicians, LFACS which inventories and assigns loop facilities, and SWITCH which inventories and assigns central office facilities. There is one set of SWITCH software and hardware that supports both New York and New England (including Massachusetts). For WFA and LFACS, the same software supports both New York and New England, although there is a copy on a hardware complex serving New York and a copy on a comparable hardware complex serving New England (which includes Massachusetts).

As part of the provisioning process for most unbundled xDSL loop orders, Verizon will dispatch a technician to the field to install the xDSL loop. When the installation is complete, the technician will call the CLEC to have the CLEC test the loop to ensure it meets the applicable technical specifications, and obtain a serial number from the CLEC indicating that the CLEC accepts the loop.

After the loop is installed, the technician will close out the order in WFA. WFA then updates the SOP to show that the work has been completed. SOP then notifies Verizon's gateway system that the installation work is complete and the gateway system generates a provisioning completion notice to the CLEC. SOP also passes provisioning completion information to Verizon's billing systems which generate the CLEC's bill.

The provisioning interval in Massachusetts for most DSL loop orders of up to 6 loops that are pre-qualified is six days. If the loops are not pre-qualified, an additional 3 days must be added to the interval to account for the need to perform a manual loop qualification. Historically, a large percentage of CLEC orders have not been pre-qualified, although Verizon has worked with the CLECs to help them improve their processes.

D. Maintenance and Repair

The maintenance and repair processes for unbundled xDSL loops are identical for both Massachusetts and New York. Verizon provides two electronic interfaces through which CLECs can obtain access to Verizon's maintenance and repair OSS -- the Web GUI and the Electronic Bonding Interface ("EBI"). Most CLECs that use an OSS for maintenance and repair utilize the Web GUI for repair purposes. The Web GUI provides access to a platform called Repair Trouble Administration System or "RETAS". The Electronic Bonding Interface allows CLECs to connect their systems directly to Verizon's maintenance and repair OSS. These interfaces are described in more detail in Ms. McLean's and Mr. Wierzbicki's Declaration (¶¶ 82-88), and are used by CLECs providing xDSL services in the same way they are used by CLECs providing other stand-alone unbundled loops.

CLECs can perform the same trouble administration functions using RETAS as Verizon's retail representatives can. Among other things, CLECs with unbundled xDSL loops can create trouble tickets, obtain trouble status, modify a trouble ticket, or request cancellation of an existing trouble ticket. CLECs using EBI can create, modify, close, cancel trouble tickets, and obtain the status of trouble tickets. In addition to submitting a trouble ticket using RETAS or EBI, a CLEC can also call in its trouble to Verizon's Regional CLEC Maintenance Center ("RCMC"). This is how most CLECs report xDSL troubles to Verizon.

Verizon offers repair appointments for repairing troubles for xDSL loops. Generally, if the CLEC submits the trouble before 11 am, Verizon will commit to clearing the trouble by 7pm the same day. If the CLEC submits the trouble after 11 am, Verizon will generally commit to clearing the trouble by 7pm the next day, although CLECs can request a later appointment if it is more convenient for them or their customer. For example, because many CLECs serve primarily

business customers, they may report a trouble on Friday afternoon and prefer a Monday appointment, even though Verizon offers Saturday repair appointments.

The CLEC's trouble ticket will show the results of any test conducted by the CLEC for the line and inform Verizon of whether the trouble is inside or outside the central office. Because unbundled xDSL loops do not contain dial tone, Verizon has no way to test these loops and must rely heavily on the CLEC's testing and instructions for trouble isolation. Depending on where the CLEC indicates the trouble is, Verizon will dispatch a technician either in the central office (which is referred to as a "dispatch in") or to the field (which is referred to as a "dispatch out").

Once the technician identifies and resolves the problem on the line, he calls the CLEC and the two perform a cooperative test to ensure that the line is working properly. If the CLEC does not have its own test equipment or the CLEC does not answer the technician's call for cooperative testing, the technician will close out the trouble. Once the trouble is closed, a representative from the RCMC will call the CLEC to notify it that the trouble has been cleared. Notification of the cleared trouble will also appear in RETAS.

II. Line Sharing

A. Pre-Ordering

CLECs that provide line sharing have the ability to perform the same pre-ordering transactions as those that offer xDSL services using unbundled loops. This process is a little different than for unbundled xDSL loops since for line sharing, the loop has to be capable of supporting both the xDSL service and voice service. Whether a CLEC provides line sharing in Massachusetts or New York, it uses the same processes and systems to pre-qualify a loop for line sharing that CLECs use to pre-qualify an unbundled xDSL loop (described above), and the same processes that Verizon's SDA uses.

By the end of this year, Verizon's SDA will be in operation and fully in compliance with the conditions of the FCC's *Bell Atlantic/GTE Merger Order*. An SDA is, however, already in operation in New York (and Connecticut). The relationship between the separate data affiliate and Verizon in Massachusetts will be the same as that between the separate data affiliate and Verizon in New York.

Verizon's SDA, where it currently operates, uses the same pre-ordering interfaces and gateway systems as unaffiliated CLECs. The SDA uses CORBA and the Web GUI for its pre-ordering functions. The SDA also relies on the LiveWire database, as all other CLECs do, to determine if a loop is pre-qualified. If the loop qualification information is not in LiveWire, the SDA will not offer line sharing over that loop.

B. Ordering, Provisioning

CLECs and the SDA use the same interfaces and gateway systems to submit LSRs for line sharing as CLECs use for requesting unbundled xDSL loops. Verizon's wholesale web site

provides extensive information on line sharing for CLECs, including information on collocation, order forms for line sharing collocation requests, line sharing ordering information and example LSRs. As with unbundled xDSL loops, these interfaces and gateway systems are identical for orders in Massachusetts and New York. The SDA, where it operates, submits orders using EDI. LSRs submitted by the SDA are processed by the same personnel, handled in the same manner and move through the same systems as LSRs submitted by unaffiliated CLECs.

Once a CLEC or the SDA submits its LSR, the LSR arrives in Verizon's Boston xDSL/Line Sharing Center, where a service order processing representative reviews it for accuracy and, assuming the LSR is correct, inputs the requisite information into Verizon's SOP. In doing so, the representative actually creates two service orders for each line sharing request -- one retail and the other wholesale. The function of the retail order is to provide a notation on the customer's existing retail customer service record to indicate that a line sharing arrangement is on the line. The retail order also moves through the same provisioning and billing systems as orders for stand-alone xDSL loops. However, from a programming perspective, certain provisioning and inventorying systems may handle the line sharing retail order differently from unbundled xDSL orders. This is because, unlike an xDSL order which is establishing a new stand-alone facility, a line sharing order is taking an existing working retail service and creating a new record associated with a circuit ID for the high frequency portion of the loop. In addition, the processes need to associate the new UNE circuit ID with the existing retail service record. The wholesale order functions to create a line record for the portion of the loop that belongs to the CLEC or the SDA, and to initiate billing to the CLEC or the SDA.

There are a few significant differences between the provisioning of line sharing and unbundled xDSL loops. First, the CLEC or SDA does not perform any up-front testing of the loop before Verizon turns over the completed line sharing arrangement. Such testing is unnecessary since dial tone is already present on the loop. Line sharing CLECs or the SDA can, however, have certain test equipment installed to test the line for maintenance and repair purposes after they accept the loop.

Second, in most instances, Verizon does not need to dispatch a technician into the field for line sharing orders. In most cases, Verizon need only dispatch a technician to the central office to complete the requisite wiring work for line sharing. In a few instances, such as where Verizon must perform a line and station transfer to make a copper loop available to the CLEC or the SDA, Verizon must dispatch a technician.

Once the provisioning work is complete, SOP notifies Verizon's gateway system that the order is complete, and the gateway system in turn generates a completion notice which is delivered to the CLEC or SDA via its electronic interface. As with unbundled xDSL loops, the SOP also sends the necessary billing information to Verizon's billing systems where the CLEC's or SDA's bill is generated.

Through September 30th, Verizon had completed 15 line sharing orders in Massachusetts. In New York, Verizon has provisioned close to 7,000 line sharing orders, the majority of which were for the SDA.

C. Maintenance and Repair

CLECs use the same maintenance and repair systems and processes for line sharing in both New York and Massachusetts. These processes and systems are also the same for both Verizon's SDA and unaffiliated CLECs and are identical to those used for unbundled xDSL loops. Where it is in operation, the SDA uses RETAS for Maintenance and Repair.

As with unbundled xDSL loops, a CLEC or the SDA can submit a trouble ticket for a shared loop using RETAS or EBI, or it can call in a trouble to the RCMC. Verizon offers repair appointments for line sharing on the same basis as it does for xDSL services.

Based on the information on the CLEC's or SDA's trouble ticket as to where the trouble is located, Verizon will dispatch a technician to either the central office or the field. Because Verizon is providing voice service to the end user, however, the presence of dial tone and Verizon's ability to perform an MLT provide additional information that can help locate the trouble in many instances. Once the technician fixes the problem on the line, he will close out the trouble ticket and the CLEC or SDA will be notified that the trouble has been cleared in the same manner described above for xDSL loops.

Feel free to contact me if you have any additional questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dee May".

Attachments

cc: S. Pie

ATTACHMENT A

Massachusetts Loop Qualification - xDSL Response – Loop Not Qualified

View Response - Netscape	
Loop Qualification -xDSL Response (LSOG3)	
<u>Service Address House Number</u>	█
<u>Service Address Street Name</u>	██████████
<u>Service Address Thoroughfare</u>	█
<u>Elevation</u>	1
<u>Service Address Cny</u>	MLBY
<u>Service Address State</u>	Massachusetts
<u>Street Address Zip Code</u>	01527
<u>xDSL Reason Not Qualified</u>	ADDRESS TESTED NOT QUAL LOAD COILS
<u>Wire Center</u>	WORCESTER
<u>FAOS Wire Center ID</u>	508755
<u>Date Available</u>	Fri Dec 31, 1999 00:00:00 EST
<u>Address Qualified within Wire Center Indicator</u>	Y
<u>Switch CLLI Code</u>	WRCSMACEDS3
<u>Lata Code</u>	128
<u>Lata Description</u>	EASTERN MASS
<u>Customer Line Of Business</u>	RESIDENCE
Tue Mar 21, 2000 20:16:55 EST	
<u>xDSL Qualification Indicator</u>	N
<u>Loop Length</u>	0.000000

New York Loop Qualification - xDSL Response - Loop Not Qualified

New Transaction - Netscape	
Loop Qualification -xDSL Response (LSOG3)	
<u>Service Address House Number</u>	█
<u>Service Address Street Name</u>	██████████
<u>Service Address Thoroughfare</u>	█
<u>Service Address City</u>	WAPPINGERS FALLS
<u>Service Address State</u>	New York
<u>Street Address Zip Code</u>	12590
<u>xDSL Reason Not Qualified</u>	ADDRESS TESTED NOT QUAL LOAD COILS
<u>Wire Center</u>	WAPPINGER FALLS
<u>FACS Wire Center ID</u>	845297
<u>Date Available</u>	Date Not Available
<u>Address Qualified within Wire Center Indicator</u>	Y
<u>Switch CLLI Code</u>	WPFLNYWFD80
<u>Lat Code</u>	133
<u>Lat Description</u>	POUGHKEEPSIE NY
<u>Customer Line Of Business</u>	RESIDENCE
Thu Mar 23, 2000 19:09:01 EST	
<u>xDSL Qualification Indicator</u>	N
<u>Loop Length</u>	0.000000

ATTACHMENT B

XDSL Local service Request (LSOG4)

Service Order Creation - Netscape

Loop Service - Local Service Request (LSOG4)

for MA

◆ - Required ➤ - Conditional ◆ - Optional

◆ 1	<u>Customer Carrier</u> <u>Name</u>	hhh
	<u>Abbreviation</u>	
◆ 2	<u>Purchase Order</u> <u>Number</u>	20000919103450
➤ 3	<u>Version</u>	
◆ 4	<u>Local Service</u> <u>Request Number</u>	
◆ 5	<u>Location Quantity</u>	1
➤ 6	<u>Hunt Group</u> <u>Quantity</u>	

Service Order Creation - Netscape

◆ 7	<u>Account Number</u>	
	<u>Account</u>	<input type="radio"/> New
➤ 8	<u>Telephone</u> <u>Number</u>	<input type="radio"/> - -
◆ 9	<u>Service Center</u>	
◆ 11	<u>Date and Time</u> <u>Sent</u>	September 14 2000 9:00 AM
◆ 12	<u>Dispatch Required</u>	Not Selected
◆ 13	<u>Desired Due Date</u>	November 1 2000
◆ 14	<u>Appointment Time</u>	Not Selected
➤ 15	<u>Desired Due Date</u> <u>Out</u>	January 2000
➤ 16	<u>Appointment Time</u>	Not Selected
➤ 17	<u>Desired Frame</u> <u>Due Time</u>	AM
◆ 18	<u>Project</u> <u>Identification</u>	
➤ 19	<u>Coordinated Hot</u> <u>Cut</u>	Not Selected

XDSL Local service Request (LSOG4)

Service Order Creation - Netscape

20	<u>Request Type</u>	A
21	<u>Activity</u>	New installation and/ or account
22	<u>Supplement Type</u>	Not Selected
23	<u>Expedite</u>	Not Selected
24	<u>Additional Forms</u>	
25	<u>Response Type</u> <u>Requested</u>	Not Selected
26	<u>Company Code</u>	
27	<u>New Network</u> <u>Service Provider</u> <u>Identification</u>	
28	<u>Old Network</u> <u>Service Provider</u>	
29	<u>Additional</u> <u>Engineering</u>	Not Selected
30	<u>Additional Labor</u>	Not Selected
31	<u>Special</u> <u>Construction</u> <u>Authorization</u>	Not Selected

Service Order Creation - Netscape

32	<u>Authorization</u> <u>Status</u>	Not Selected
33	<u>Date of Agency</u> <u>Authorization</u>	January 2000
34	<u>Authorization</u> <u>Name</u>	
35	<u>Port Type</u>	Not Selected
36	<u>Access Customer</u> <u>Terminal Location</u>	
37	<u>Additional Point of</u> <u>Termination</u> <u>Indicator</u>	Not Selected
38	<u>Additional Point of</u> <u>Termination</u>	
39	<u>Local Service</u> <u>Termination</u>	
40	<u>Local Service</u> <u>Office</u>	
41	<u>Type of Service</u>	226n
42	<u>Service and</u> <u>Product</u> <u>Enhancement</u> <u>Code</u>	

XDSL Local service Request (LSOG4)

Service Order Creation - Netscape

43	<u>Network Channel</u> <u>Code</u>	<input type="text"/>
44	<u>Pot Bay Type</u>	Not Selected
45	<u>Network Channel</u> <u>Interface Code</u>	<input type="text"/>
46	<u>Channel Code</u>	<input type="text"/>
47	<u>Secondary</u> <u>Network Channel</u> <u>Interface Code</u>	<input type="text"/>
48	<u>Related Purchase</u> <u>Order Number</u>	<input type="text"/>
49	<u>Related Order</u> <u>Number</u>	<input type="text"/>
50	<u>Local Service</u> <u>Provider</u> <u>Authorization</u>	<input type="text"/>
51	<u>Local Service</u> <u>Provider</u> <u>Authorization Date</u>	January <input type="text"/> 2000 <input type="text"/>
52	<u>Local Service</u> <u>Provider</u> <u>Authorization</u> <u>Name</u>	<input type="text"/>

Service Order Creation - Netscape

53	<u>LSP's Authorization</u> <u>Number</u>	<input type="text"/>
54	<u>Carrier Identification</u> <u>Code</u>	<input type="text"/>
55	<u>Customer Name</u>	<input type="text"/>
56	<u>Billing Account</u> <u>Number Identifier 1</u>	Not Selected
57	<u>Billing Account</u> <u>Number 1</u>	<input type="text"/>
58	<u>Billing Account</u> <u>Number Identifier 2</u>	Not Selected
59	<u>Billing Account</u> <u>Number 2</u>	<input type="text"/>
60	<u>Access Customer</u> <u>Name Abbreviation</u>	<input type="text"/>
61	<u>Effective Bill Date</u>	January <input type="text"/> 2000 <input type="text"/>
62	<u>Case Number</u>	<input type="text"/>
63	<u>Negotiated Rate</u> <u>Indicator</u>	Not Selected
64	<u>Billing Name</u>	<input type="text"/>
65	<u>Secondary Bill Name</u>	<input type="text"/>

XDSL Local service Request (LSOG4)

Service Order Creation - Netscape

65	Secondary Bill Name	
66	Tax Exemption	Not Selected
67	Extended Billing Plan	
68	Bill Street Address	
69	Bill Floor	
70	Bill Room	
71	Bill City	
72	Bill State/Province	Not Selected
73	Bill Zip Code	
74	Billing Contact	
75	Bill Contact Telephone Number	- - x
76	Variable Term Agreement	
77	Initiator Identification	John Doe
78	Initiator Telephone Number	703 - 974 - 0000 x
79	Electronic Mail Address	
80	Facsimile Number	- -

Service Order Creation - Netscape

81	Initiator Address: Street	
82	Initiator Address: Floor	
83	Initiator Address: Room	
84	Initiator Address: City	
85	Initiator Address: State	Not Selected
86	Initiator Address: Zip Code	
87	Implementation Contact	
88	Implementation Contact Telephone Number	- - x
89	Implementation Contact Pager Number	
90	Alternate Implementation Contact	
91	Alternate Implementation Contact Telephone Number	- - x

XDSL Local service Request (LSOG4)

Service Order Creation - Netscape

92 Alternate Implementation
Contact Pager Number

93 Design/Engineering
Contact

94 Design Routing Code

95 Telephone Number - - x

96 Facsimile Number - -

97 Design Contact
Electronic Mail Address

98 Design Contract
Address: Street

99 Design Contact Address:
Floor

100 Design Contact Address:
Room/Mail Stop

101 Design Contact Address:
City

102 Design Contact Address:
State/Province

103 Design Contact Address:
Zip Code

104 Remarks

Service Order Creation - Netscape

105 Location Number

106 Hunt Number

107 Common Block

108 Hunt Group Activity

109 Hunt Group Identifier

110 Telephone Line Identifier
Type

111 Telephone Line Identifier

112 Hunting Type Code

113 <u>Line Hunt Group</u> <u>Activity</u>	114 <u>Hunting Sequence</u>	115 <u>Number Type</u>	116 <u>Hunting</u> <u>Telephone Number</u>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>

XDSL Local service Request (LSOG4)

Service Order Creation - Netscape

Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x
Not Selected		Not Selected	-	-	x

Continue Save Order Cancel

XDSL Local service Request (LSOG4)

XDSL Loop Service (LSOG4)

Service Order Creation - Netscape

Loop Service - Loop Service (LSOG4)

for MA

◆ - Required ➤ - Conditional ➤ - Optional

◆ 5	<u>Loop Quantity</u>	<input type="text" value="1"/>
◆ 7	<u>Location Number</u>	<input type="text" value="1"/>
◆ 8	<u>Line Number</u>	<input type="text" value="1"/>
◆ 9	<u>Line Activity</u>	<input type="text" value="New Installation"/>
➤ 10	<u>Customer Circuit Reference</u>	<input type="text"/>
◆ 11	<u>Telecommunication Service Priority</u>	<input type="text"/>
◆ 12	<u>Subscriber Authorization Number</u>	<input type="text"/>

Service Order Creation - Netscape

➤ 13	<u>Exchange Company</u>	<input type="text"/>
	<u>Circuit ID</u>	<input type="text"/>
➤ 14	<u>Connecting Facility Assignment</u>	<input type="text"/>
➤ 15	<u>System Identification</u>	<input type="text"/>
➤ 16	<u>Cable Identification</u>	<input type="text"/>
➤ 17	<u>Shelf</u>	<input type="text"/>
◆ 18	<u>Slot</u>	<input type="text"/>
◆ 19	<u>Relay Rack</u>	<input type="text"/>
➤ 20	<u>Channel/Pair</u>	<input type="text"/>
➤ 20a	<u>Resistance Zone</u>	<input type="text" value="Not Selected"/>
➤ 20b	<u>Loop Qualification Status</u>	<input type="text" value="Not Selected"/>
◆ 21	<u>Jack Code</u>	<input type="text" value="Not Selected"/>
		<input type="text" value="Completed"/>
		<input type="text" value="Required"/>
➤ 22	<u>Jack Number</u>	<input type="text"/>
➤ 23	<u>Jack Position</u>	<input type="text"/>

XDSL Loop Service (LSOG4)

Service Order Creation - Netscape

23 Jack Position

24 Jack Request

25 NID Request

28 Disconnect Telephone Number

29 Terminal Number

30 Transfer of Call Options

31 Transfer of Calls To Primary Number - -

32 Transfer of Calls To Secondary Number - -

33 Transfer of Calls To Identifier

34 Transfer of Calls To Name

34a Transfer of Calls To Identifier 2

34b Transfer of Calls To Name 2

Service Order Creation - Netscape

35 Transfer of Calls Period

36 Line Existing Account Number

37 Line Existing Account Telephone Number - -

26 <u>Inside Wire Jack Code</u>	27 <u>Inside Wire Jack Quantity</u>
<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/>	<input type="text" value=""/>

38 Remarks

XDSL End User Information (LSOG4)

Service Order Creation - Netscape

Loop Service - End-User Information (LSOG4)

for MA

◆ - Required ➤ - Conditional ➤ - Optional

◆ 7	<u>Location Number</u>	<input type="text" value="1"/>
➤ 8	<u>End User Name</u>	<input type="text"/>
➤ 8a	<u>Assigned House Number</u>	<input type="text"/>
➤ 8b	<u>Route Number</u>	<input type="text"/>
➤ 8c	<u>Box Number</u>	<input type="text"/>
◆ 9	<u>Service Address House Prefix</u>	<input type="text"/>
➤ 10	<u>Service Address House Number</u>	<input type="text"/>
➤ 11	<u>Service Address House Number Suffix</u>	<input type="text"/>
➤ 12	<u>Service Address Street Directional</u>	<input type="text" value="Not Selected"/>
➤ 13	<u>Service Address Street Name</u>	<input type="text"/>

Service Order Creation - Netscape

➤ 14	<u>Service Address Thoroughfare</u>	<input type="text"/>
➤ 15	<u>Service Address Street Suffix</u>	<input type="text" value="Not Selected"/>
➤ 16	<u>Service Address Descriptive Location</u>	<input type="text"/>
➤ 17	<u>End User Service Address Floor</u>	<input type="text"/>
◆ 18	<u>Room</u>	<input type="text"/>
➤ 19	<u>End User Service Address Building</u>	<input type="text" value="Not Selected"/>
➤ 19a	<u>End User Service Address Structure Information</u>	<input type="text"/>
➤ 19b	<u>End User Service Address Unit Type</u>	<input type="text" value="Not Selected"/>
➤ 19c	<u>End User Service Address Unit Information</u>	<input type="text"/>
➤ 20	<u>End User Service Address City</u>	<input type="text"/>
◆ 21	<u>End User Service Address State/Province</u>	<input type="text" value="Massachusetts"/>
➤ 22	<u>Service Address Zip Code</u>	<input type="text"/>
➤ 23	<u>Local Contact</u>	<input type="text"/>

XDSL End User Information (LSOG4)

Service Order Creation - Netscape

24	<u>Local Contact Telephone Number</u>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
25	<u>End User Moving Indicator</u>	<input type="text" value="Not Selected"/>
26	<u>Access Information</u>	<input type="text"/>
27	<u>Working Service on Premises</u>	<input type="text" value="Not Selected"/>
27a	<u>LIDT Telephone Number</u>	<input type="text"/> - <input type="text"/> - <input type="text"/>
27b	<u>Primary/Non-Primary TN Designation</u>	<input type="text" value="Not Selected"/>
27c	<u>Primary/Non-Primary Cross Reference</u>	<input type="text"/>
28	<u>Customer Premises Equipment Manufacturer</u>	<input type="text"/>
29	<u>Customer Premises Equipment Model Number</u>	<input type="text"/>
30	<u>End User Retaining Listing</u>	<input type="text" value="Not Selected"/>
31	<u>ISDN BRI Type</u>	<input type="text" value="Not Selected"/>
32	<u>Inside Wiring Options</u>	<input type="text" value="Not Selected"/>

Service Order Creation - Netscape

33	<u>Inside Wire Bill Account Number</u>	<input type="text"/>
34	<u>Inside Wire Contact</u>	<input type="text"/>
35	<u>Inside Wire Contact Telephone Number</u>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>
36	<u>Existing Account Number</u>	<input type="text"/>
37	<u>Existing Account Telephone Number</u>	<input type="text"/> - <input type="text"/> - <input type="text"/>
38	<u>Final Bill Information Indicator</u>	<input type="text" value="Not Selected"/>
39	<u>Bill Name</u>	<input type="text"/>
40	<u>Secondary Bill Name</u>	<input type="text"/>
41	<u>Bill Street Address</u>	<input type="text"/>
42	<u>Bill Floor</u>	<input type="text"/>
43	<u>Bill Room</u>	<input type="text"/>
44	<u>Bill City</u>	<input type="text"/>
45	<u>Bill State/Province</u>	<input type="text" value="Not Selected"/>
46	<u>Bill Zip Code</u>	<input type="text"/>
47	<u>Billing Contact</u>	<input type="text"/>
48	<u>Billing Contact Telephone Number</u>	<input type="text"/> - <input type="text"/> - <input type="text"/> x <input type="text"/>

XDSL End User Information (LSOG4)

[illegible]

Service Order Creation - Netscape

	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				
	-				Not Selected		-				-				

59

Remarks

Continue

Hold Order

Cancel

ATTACHMENT C

REDACTED—FOR PUBLIC INSPECTION

ATTACHMENT D

REDACTED—FOR PUBLIC INSPECTION